From:	Danforth, Deborah (DPH) <Deborah.Danforth@state.ma.us>
Sent:	Thursday, March 17, 2011 6:39 AM
To:	Piro, Peter (DPH); Hanchett, James (DPH)
Subject:	FW: Response from Thomson Reuters Technical Support case# 00600087

From: mdx.techsupp=thomsonreuters.com__rqfarpyvfv93n6kh@vmalz54956n0rnaq.xrwqnn3vzv1hsu9z.w57h.0hedieay.0.bnc.salesforce.com
[mailto:mdx.techsupp=thomsonreuters.com__rqfarpyvfv93n6kh@vmalz54956n0rnaq.xrwqnn3vzv1hsu9z.w57h.0hedieay.0.bnc.salesforce.com] **On Behalf Of** Customer Support
Sent: Wednesday, March 16, 2011 11:39 AM
To: deborah.danforth@state.ma.us
Subject: Response from Thomson Reuters Technical Support case# 00600087

Case# 00600087

Case Description:
Establish Correct conversion contact, set for March 16th date.

Response:

Thank you for contacting the Customer Resource Center for Micromedex
products. Your account has been set to Micromedex 2.0 default interface.
To see the change go to www.thomsonhc.com and you will now see
a Micromedex 2.0 button. To bypass the gateway and go directly to
Micromedex 2.0 use the following link
www.thomsonhc.com/micromedex2/librarian if you have links pointing to
the Micromedex 1.0 www.thomsonhc.com/hcs/librarian you will want to
replace them with the 2.0 URL.

Should you need further assistance, do not hesitate to contact technical
support directly. You may also speak with any agent, the case number
above will contain all necessary information.

Thank you,

Customer Resource Center
Healthcare

Thomson Reuters

1-877-843-6796 Speak product name, Option 3 Customer Resource
Center
1-651-244-4000 Option 3 Customer Resource Center

For online technical support, including Knowledge Base Articles, FAQs,
System Requirements, and Technical Documentation, please visit our
support site at: http://www.micromedex.com/support.

For Electronic support, please use our on-line request forms
http://www.micromedex.com/request/
Thomson Healthcare is now the Healthcare business of Thomson Reuters.

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Not searching. FINDING.
Micromedex 2.0
www.micromedex.com/2

1